1	2	3	4	5
14	Manipur	2167	2507	2710
15	Meghalaya	1462	1636	1868
16	Mizoram	1652	1925	2147
\9+				
17	Nagaland	2872	3265	3609
18	Orissa	29045	33780	38085
19	Punjab	37086	42187	46196
20	Rajasthan	42977	50270	56580
21	Sikkim	869	945	1063
22	Tamil Nadu	39102	47249	53887
23	Tripura	3145	3671	4256
24	Uttar Pradesh	86293	103464	114737
25	West Bengal	71631	84408	95246
26	NCT Delhi	11618	14192	16552
	TOTAL	686655	807131	913103

Banking and Insurance Ombudsmen

621. SHRI T.T.V. DHINAKARAN: Will the Minister of FINANCE be pleased to state:

(a) whether the RBI has appointed Banking and Insurance Ombudsmen for redressal of grievances;

(b) if so, the details thereof alongwith the locations of their offices; and

(c) the details of cases disposed off and pending as on date?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI S.S. PALANIMANICKAM): (a) Reserve Bank of India (RBI) have reported that they have appointed Banking Ombudsmen for redressal of grievances of banking customers. The Ombudsman for Insurance is outside the purview of RBI.

Office of the Governing Body of Insurance Council have reported that the Offices of Insurance Ombudsman have been established all over India in terms of the provisions of Redressal of Public Grievances (RPG) Rules, 1998, framed by Central Government.

(b) Banking Ombudsmen have their offices at 15 centres namely at Ahmedabad, Chennai, Kolkata, Bangalore, Guwahati, Mumbai, Bhopal, Hyderabad, New Delhi, Bhubaneswar, Jaipur, Patna, Chandigarh, Kanpur and Thiruvananthapuram.

The Insurance Ombudsman have their offices at 12 centres namely at Ahmedabad, Bhopal, Bhubaneshwar, Chandigarh, Chennai, New Delhi, Guwahati, Hyderabad, Kochi, Kolkata, Lucknow, Mumbai.

(c) The details of cases received, disposed off and pending in various Banking Ombudsman Offices as at the end of 31.3.2005, are as under:—

Particulars	2004-05
Complaints received	12034
Disposed of	10403
Pending	1631

The details of the complaints received and disposed of by Insurance Ombudsman Offices for the financial year 2004-05 are as follows:—

Particulars	01.04.2004 to 31.03.2005
Carried forward complaints	2854
Complaints received	9427
Complaints disposed of	10193
Complaints pending	2088

World Development Report, 2006

†622. SHRI P.K. MAHESHWARI: Will the Minister of FINANCE be pleased to state:

(a) whether Government are aware that in the World Development Report 2006, World Bank has mentioned that bribe and price rise are the worst secret tax for poor people, if so, whether people of India also suffer from it;

†Original notice of the question was received in Hindi.